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ELECTRONIC DOCUMENT MANAGEMENT (DOCUMENTUM)

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DEQ has implemented an electronic document management system named eDOCs (Environmental DOCument management System). The product used to deliver eDOCs is Documentum by EMC. DEQ is using a single repository and system shared and used by all divisions, customized for the individual needs of the division.

DEQ's client interface to Documentum's repository is Webtop, an EMC/Documentum browser based product. Kofax's Ascent Capture imaging is the scanning software that feeds scanned documents into Documentum with customized code for capturing the proper Meta fields.

The hours of support required for Electronic Document Management are listed below.

Application	Support Hours	Days of Week
eDocs Repository & Related Features	Application Support 7:00 am - 5:30 pm Best effort after hours and on weekends	Monday - Friday
	Hosting, Database, Security and Network WAN support - 24 x 7.	Sunday - Saturday
	Scheduled maintenance will be performed during off hours, as much as possible.	Sunday - Saturday

Product Features and Descriptions

Feature	Description

Content Server (CS)	EMC Documentum Content Server (CS) is the core of the EMC/ Documentum suite of products currently part of the content management platform. At DEQ, the electronic document management system (EDMS) is collectively referred to as eDocs. Documentum Content Server governs the content repository and enables a rich set of content management services for controlling both content and processes throughout distributed enterprises.
WebTop	An EMC web based client application used to manage documents and workflows contained in the Documentum Content Server.
Index Server	The Index Server indexes the documents stored in the Documentum Content Server for easy searching and retrieval.
Documentum Administrator (DA)	Documentum Administrator (DA) is the web interface used by technical DTS personnel to manage and configure all aspects of Content Server such as jobs, users, groups, permissions etc.
Site Caching Services (SCS)	EMC Documentum Site Caching Services automatically exports approved content and metadata from EMC Documentum Content Server to a read-only repository for fast delivery of Web content. This function is currently being used to provide public access to DEQ data.
Media Transformation Services (MTS)	EMC Documentum Media Transformation Services automates the conversion of standard desktop document formats into web-ready formats such as PDF and HTML, and stores the renditions in a Documentum repository alongside the original.
Retention Policy Services (RPS)	EMC Documentum Retention Policy Services automates content retention and disposition and allows for holds and content immutability for typical or informal records management. RPS enables compliance with regulations and organizational best practices and can manage large volumes of records without modifying end-user behavior.
Batch Jobs and Reporting	Batch jobs perform functions such as folder creation, facilities synchronization between division-specific data and Documentum, and Reporting. They usually run on a periodic basis, and are maintained by DTS or DTS contractors.
End User Training	Basic user training is provided by DTS or DTS contractors on an 'as needed' basis. Training will typically be division specific. User manuals and written documentation is minimal.
Technical Support	Technical support is available from DTS or DTS contractors Monday through Friday 8:00 a.m. to 5:00 p.m. Response time for break/fix depends on the severity of the problem and current workload of the technical support staff. DTS employees, when necessary, may escalate support issues to EMC/Documentum's Technical Support website/hotline.
Kofax Capture Scanning	Kofax Capture is a non-EMC scanning product used to scan documents manually into the Documentum repository. Attributes pertaining to the scanned data are stored in the Documentum repository's database. Document content is converted to searchable PDF's, and transferred to the file storage within the repository for electronic management

Brava!	Brava! is a third party tool (Informative Graphics) implemented to work within WebTop, to be used for document annotation and markup. Any issues related with the product that cannot be resolved by DTS EDMS staff will be escalated to Informative Graphics for resolution.
User Training	DTS provides user training as required.

Features Not Included

Feature	Explanation
Interfaces	Some division-based systems (e.g. DRC Licensing system) are interfaced with Documentum. The maintenance and development of such interfaces is outside the scope of responsibility of the DTS EDMS staff.

Rates and Billing

Feature	Description	Base Rate
Application Maintenance by DTS Staff	All hours reported as time worked each pay period, including overtime and on-call, except for hours tagged as "Admin".	Refer to DTS Rate for Application Maintenance
Contract Staff	Supplemental staff hired from the private sector assigned to DEQ.	Actual cost
Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	Refer to DTS Rate for Hosting Support

Ordering and Provisioning

End users can contact any member of the DEQ EDMS team for services or to request access to the repository.

DTS Responsibilities

DTS must provide the following:
- Implement mechanisms to provide services within the repository as requested
- Provide technical support during business hours
- Develop customizations to enable optimal repository use as and when needed
- Adequately test changes prior to User Acceptance Testing (UAT) phase
- Implement changes and upgraded during off hours as much as possible
- Keep end users and stakeholders informed of any changes and down times
- Resolve issues in a timely manner, and provide workarounds whenever possible during period required for resolution
- Escalate issues that cannot be resolved, and see issue resolution to their conclusion
- Advise business users on best practices and assist them in their implementation
- Provide regular status reporting to end users and stakeholders

Agency Responsibilities

The end users and stakeholders have the following responsibilities:
- Provide adequate direction and clear requirements for requested changes, implementations and upgrades.
- Require business users to test changes and releases, and give final approval to deploy them

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
eDocs Repository and related features (6:30 am-5:30 pm, Mon-Fri) Scheduled maintenance will be performed during off hours as much as possible.	99%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines

Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied